

## 3#MoSummit2016





# Producer Investigations and Disciplinary Actions 101



2016 Director's Regulatory Summit

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#### **Panelists**

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LeAnn Crow, Kansas Department of Insurance
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#### Overview

- Complaints
- Investigations Process
- Disciplinary Actions
- Best Practices
- Questions, Questions





#### **Complaints**

Public Access to Records

Complaint v. Inquiry

Complaint Trends





#### Investigations

Authority

Process

Producer Responsibility





#### **Disciplinary Actions**

Range of Discipline

From the Case Files





#### **Best Practices**

Cooperating with an Investigation

NIPR Producer Database

Application Accuracy

Communication with Consumers





#### Questions, Questions

Rebating

Fees

Privacy and Confidentiality

Licensing Issues





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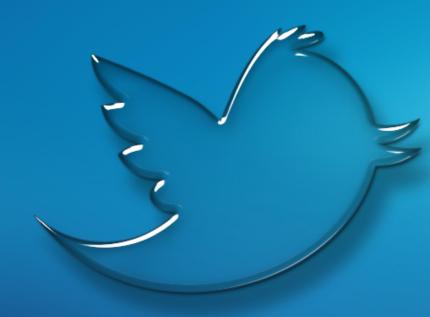




# Any questions







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